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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,590	03/31/2001	Anil K. Annadata	M-11404 US	6841
33031	7590	11/03/2005	EXAMINER	
CAMPBELL STEPHENSON ASCOLESE, LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759			NGUYEN, QUYNH H	
			ART UNIT	PAPER NUMBER
			2642	

DATE MAILED: 11/03/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,590

Applicant(s)

ANNADATA ET AL.

Examiner

Quynh H. Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 16 August 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Response to Amendment

2. Applicant's amendment filed 8/16/05 has been entered. No claims have been amended. No claims have been cancelled. No claims have been added. Claims 1-20 are still pending in this application, with claims 1, 7, and 15 being independent.

Claim Rejections - 35 USC § 102

3. Claims 1-4, 7-10, and 13-18 are rejected under 35 U.S.C. 102(e) as being anticipated by Dilip et al. (U.S. Patent 6,704,409).

As to claims 1, 7, and 15, Dilip et al. teach an apparatus for coordinating communication between one or more agents (Fig. 2, agent1...agentn 46) and a plurality of communication channels (Fig. 2, 56-66) associated with different media formats (col. 4, lines 38-43), the apparatus comprising: means for receiving a first request in a first media format (e-mail, Internet) via a first communication channel (col. 4, lines 46-64); means for receiving a second request in a second media format (fax, voice) via a second communication channel (col. 4, lines 46-61); means for determining the media formats the one or more agents can access (col. 5, lines 9-16 and col. 11, lines 20-21); and means for assigning the one or more agents to handle the first and second

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requests based on the media formats of the first and second requests and the media formats the one or more agents can access (col. 5, lines 57-67).

As to claim 2, 8, and 16, Dilip et al. teach means for assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents (col. 5, line 57 through col. 6, line 6).

As to claims 3, 9, and 17, Dilip et al. teach means for queuing the requests (col. 10, line 44) until one of the one or more agents is available to accept the requests (col. 13, lines 27-40).

As to claims 4, 10, and 18, Dilip et al. teach means for assigning the requests to the agents based on a set of rules (col. 13, lines 34-51).

As to claims 13 and 14, Dilip et al. teach a computer readable storage media and a signal in a carrier medium comprising instructions to implement the method of claim 7 (col. 15, lines 20-31).

Claim Rejections - 35 USC § 103

4. Claims 5-6, 11-12, and 19-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip et al. (U.S. Patent 6,704,409) in view of Miloslavsky (U.S. Patent 5,915,011).

As to claims 5-6, 11-12, and 19-20 Dilip et al. do not teach means for allowing an agent to decline being assigned to the first or second requests, and to route a request assigned to the agent to another agent.

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Miloslavsky teaches agent reroute the call to the next agent who is more qualified to handle the call (col. 16, line 59 through col. 17, line 49).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of allowing an agent to decline or route a request to another agent, as taught by Miloslavsky, in Dilip's system thus making the system more efficient by allowing the customer to receive the best service from an agent who has specific skills and knowledge, and is able and ready to provide the needed service.

Response to Arguments

5. Applicant's arguments filed 8/16/05 have been fully considered but they are not persuasive.

Applicant argues that a transaction type of "real-time" vs. "non-real-time" is a characteristic of the transaction. This is irrelevant.

Applicant argues that Dilip does not teach determining the media formats that agents can access. Examiner respectfully disagrees. In the art of ACDs, "determining the media formats that agents can access" may be interpreted as looking up to see what media is assigned to what agent. The above feature with its interpretation is notoriously well known in the art of ACDs. In addition, note that Dilip teaches: an agent who assigned a telephone and not a computer, handles telephone call transaction (col. 5, lines 12-14), an agent who assigned a computer and not a telephone, handles e-mail messages (col. 5, lines 15-16). Applicant is reading into the term "determining".

Conclusion

6. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-7489. The examiner can normally be reached on Monday - Thursday from 6:15 A.M. to 4:45 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on 571-272-7488. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for

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published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

qhn

Quynh H. Nguyen

October 26, 2005

Harry S. Hong

HARRY S. HONG
PRIMARY EXAMINER